

Dodo's General NBN and Fibre Connect Terms & Conditions

1. Our Standard Form of Agreement applies to this Service & any other related products. It is available on our website.
2. We will send you a copy of the Critical Information Summary with your welcome email. It's also available on our website.
3. Your plan is for residential use only. We do not provide Priority Assistance. If you need Priority Assistance, you will need to arrange this yourself. Telstra is an alternative provider of Priority Assistance.
4. Your internet speed depends on the technology at your house, your location, equipment, and the level of internet traffic. You can get more information at:
<https://www.dodo.com/nbn>
5. The nbn speed tier figures are not measures of customers' actual in-premises speeds, which may be slower. Your choice of modem/router, and how you set it up within your premises, could limit you from utilising the maximum speed of your broadband plan.
6. Bills will be available in My Dodo at the start of each billing cycle. Payments will be direct debited from your nominated account on the same day your bill is issued.
7. You have authorised us to direct debit any outstanding amount from your nominated payment method on the payment due date for your account. It is your responsibility to ensure that your nominated payment method remains valid, can accept direct debits, and has sufficient funds, for the duration of your Service. You acknowledge that we may terminate your Service if you do not have a valid direct debit. You may update your direct debit details at any time through My Dodo.
8. If you have chosen to bring your own modem, you are responsible for ensuring that it is nbn compatible and that it can support the maximum speed of the plan you are buying. We provide limited online support to assist with the setup of your BYO Modem.
9. If you buy a Dodo modem, choose to pay for it in instalments and cancel your internet service before completing these payments, you must pay any remaining amounts owing on your modem.
10. We are unable to transfer your home phone number. This will result in you losing your number when you transfer. Any fees that you have paid before that time will not be refunded.
11. During a power failure any home phone that is connected through the nbn internet will not work. Make sure you have a charged mobile phone ready to make calls in an emergency. By continuing with this sign-up, you agree to this condition.
12. We'll use the information collected here in accordance with our privacy policy, for example to assist with completing your order, or to inform you about upcoming promotions.
13. An nbn technician may be needed to install hardware and cabling at your address to activate your Service. If required, you authorise us to book the technician and proceed with this work. A person over the age of 18 will need to be present at the premises during installation. Additional charges will be incurred for any non-standard installations.

14. nbn charges fees for first-time connection in new developments, installation of additional equipment or non-standard connections. Connection fees and additional charges are available in the Critical Information Summary.
15. FTTN/FTTB/FTTC attainable line speeds will be confirmed once you are connected to the nbn. We will check if your service can support the speed tier that you have chosen. If it cannot, we can move you to a lower speed tier or you can terminate your service.
16. We may from time to time make changes to your plan, including its pricing and inclusions, by providing you with written notice. Where any changes have a neutral or beneficial impact to you, we can make those changes immediately. If the change is materially detrimental to you, we will provide you with at least 30 day's notice.

If you've chosen to upgrade your service to Fibre to the Premises as part of this order:

1. You've chosen to upgrade your nbn technology for free to Fibre to the Premise. To be eligible your premises must already have an existing nbn FTTN or FTTC connection.
2. Free upgrade to FTTP is based on a standard install as defined by nbn. Additional costs may be incurred if your installation is classified as non-standard, including if you request a location outside of nbn's standard scope or if electrical or cabling work is required to bring power to the location of nbn's FTTP connection box. If this happens, a private technician may be needed at your own cost.
3. Full terms and conditions about the free nbn upgrade are available on our website at: www.dodo.com/fibre-connect
4. Because you're connecting your old technology before the upgrade, we won't do any speed testing on the temporary line and you won't be eligible for any compensation for poor speeds whilst you wait for the upgrade to happen. We will continue to bill you on the plan for the old technology until your next bill date, even if the upgrade happens in the meantime.
5. A technician appointment is required to complete the installation. We will let you know when the appointment is scheduled for and you can let us know if we need to change that date. A person over the age of 18 will need to be present at the premises during installation. If you are renting you will need your landlord's permission to proceed with the work carried out by nbn.
6. Once your Fibre service is active, your existing technology will be disconnected after 10 calendar days. Your previous service will remain available during the 10-day transition period. To avoid disruption, you must move to your new Fibre service as soon as possible and within the 10-day transition period. You will only be charged for the new Fibre service. Dodo will notify you if any changes are required.
7. A compatible high-speed modem is required to achieve optimal performance with your new nbn® FTTP service. Actual speeds achieved may vary.